

## Complaining and apologizing

We can use different expressions to complain about things like bad service in a hospital or restaurant, or other peoples' attitudes or comments.

After the word "but" we mention the specific complaint.

*I am sorry, but I was given the wrong medicine.*

*I am sorry, but this is unacceptable.*

*I hate to complain, but...*

*I am afraid that ...*

The expressions we can use to apologize include:

*I am (very) sorry.*

*I beg your pardon.*

*I do apologize.*

*I must apologize!*

### Task 1: Complete with appropriate expressions.

1. " \_\_\_\_\_ I was given someone else's blood test results."
2. " \_\_\_\_\_ sir. Here are your results."
3. " \_\_\_\_\_ , but this is not what I ordered. I ordered the pizza."
4. " \_\_\_\_\_ Let me change it for you immediately"

### Task 2: Match the complaints with the apologies.

- |  |   |
|--|---|
| 1. I can't stand the noise in the next room. _____           | a. I'm sorry. I'll bring you a clean one.             |
| 2. This spoon is dirty. _____                                | b. I do apologize. I'll call him for you.             |
| 3. There's no water in my room. _____                        | c. I'll talk to the guests.                           |
| 4. The check is wrong. I want to speak to the manager. _____ | d. I'm very sorry. I'll send the plumber immediately. |

## Connecting words

We use connecting words and phrases to link ideas in different ways.

*And* and *furthermore* are linkers used to add more information.

*We cooked and served the food. Furthermore, we cleaned everything after dinner.*

*But, although, however* and *on one hand... on the other hand* are used to connect contrasting ideas.

*He's very nice although he's serious.*

*So, therefore* and *as a result* are used to state consequences.

*I had a headache so I went to bed early.*

**Task 1: Underline the best option to complete each sentence.**

1. My sister cut her hand while cooking, *so* / *although* we took her to the doctor's.
2. The doctor said that *although* / *therefore* there was a lot of blood, it wasn't serious.
3. He's my favorite doctor. *On the one hand* / *however* he is kind and polite, *on the other* / *as a result* he is very professional.

**Task 2: Rewrite the following sentences using the connectors in parenthesis.**

1. Isabel apologized several times. Nevertheless, Paula wouldn't speak to her. (but)  
\_\_\_\_\_ .
2. You're late again. Furthermore, you haven't brought your books. (and)  
\_\_\_\_\_ .
3. On the one hand, I'd love to come. On the other hand, I really don't have the time. (However)  
\_\_\_\_\_ .
4. Roger works very hard to help his parents. He's also a good student. (In addition)  
\_\_\_\_\_ .